

Fairfax County Government

For Cigna Group Medicare Advantage and
Medicare Part D plans

YOUR PERSONALIZED ONLINE PORTAL

myCigna.com

Offered by Cigna Health and Life
Insurance Company or its affiliates.

INT_21_97473_C



Around the clock support

Our online tools and resources provide you with information and support to help you manage your health. Anytime, day or night.

myCigna.com is your personalized customer website, where you can:

- View your Cigna medical and pharmacy benefits.
- Manage your profile and preferences.
- View your drug list.
- Find a doctor, including telehealth.
- Find a network pharmacy.
- Review claim history and Explanation of Benefits (EOB) details.
- Manage your prescriptions.
- Access your Healthy Rewards discount programs.
- View and print your ID card.



Note: The mobile app is not available for Medicare products at this time. However an individual can access the same information by going to the mobile optimized website on any mobile device.

You can also visit our public **CignaMedicare.com/group/MAresources** website, where you can:


- Find a provider or network pharmacy.
- View plan information and other forms.



New registration at myCigna.com

Go to Registration at myCigna.com and fill in your information

1.



Registration

[< Back](#)

Activate your myCigna account


First Name

Enter your full first name—not a nickname.

Last Name

[Next](#)

2.



Registration

[< Back](#)

What's your date of birth?

Month Day (dd) Year (yyyy)

[Next](#)

3.

Registration

[< Back](#)

What's your home ZIP code?

ZIP Code

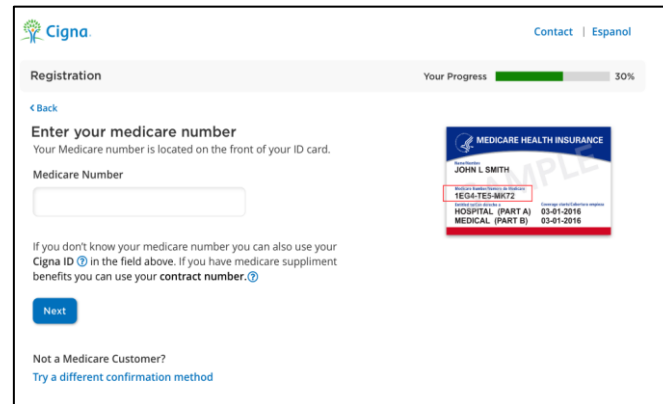
Recently moved? We may have your previous ZIP code on file.

[Next](#)

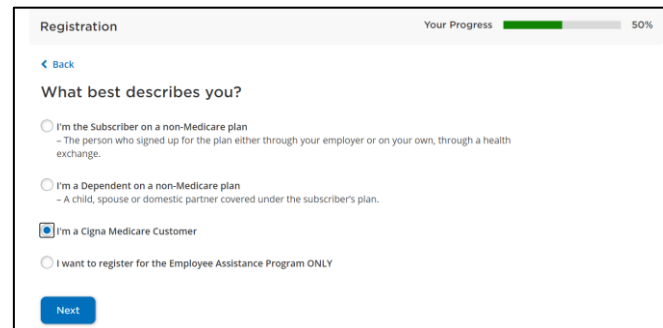


New registration at myCigna.com

- > You will be asked to enter your Medicare Number.
If it's not available, you can enter the number on your Cigna ID card.
- > A look up is completed based on the name, date of birth and zip code entered on prior screens.
- > If the look up tool cannot determine a customer type, you will be presented with a screen to describe your customer type.
- > Note: Retirees new to Cigna Medicare Advantage and Medicare Part D products need to re-register with their new Medicare member ID.
- > All dependents need to re-register and create a new log-in with their new Medicare member ID. If they have a non-Medicare medical plan with a separate Medicare Part D plan, they may need to use two separate sign-ons (one for medical and another for pharmacy).



The screenshot shows the Cigna registration page for Medicare members. At the top, there is a Cigna logo and links for 'Contact' and 'Español'. Below the logo, the word 'Registration' is displayed, followed by a progress bar indicating 'Your Progress' at 30%. A '< Back' link is visible. The main heading is 'Enter your medicare number', with a subtext: 'Your Medicare number is located on the front of your ID card.' Below this is a text input field for the 'Medicare Number'. To the right of the input field is a sample Medicare Health Insurance card for John L. Smith, with the ID number 1E0A-TE5-SM72. Below the input field, there is a note: 'If you don't know your medicare number you can also use your Cigna ID ID in the field above. If you have medicare supplement benefits you can use your contract number.' A blue 'Next' button is located below the note. At the bottom, there is a link: 'Not a Medicare Customer? Try a different confirmation method'.



The screenshot shows the Cigna registration page for customer type selection. At the top, there is a Cigna logo and links for 'Contact' and 'Español'. Below the logo, the word 'Registration' is displayed, followed by a progress bar indicating 'Your Progress' at 50%. A '< Back' link is visible. The main heading is 'What best describes you?'. Below this are four radio button options: 'I'm the Subscriber on a non-Medicare plan - The person who signed up for the plan either through your employer or on your own, through a health exchange.', 'I'm a Dependent on a non-Medicare plan - A child, spouse or domestic partner covered under the subscriber's plan.', 'I'm a Cigna Medicare Customer' (which is selected), and 'I want to register for the Employee Assistance Program ONLY'. A blue 'Next' button is located at the bottom.

If you need help registering with myCigna.com, call our help desk at 1-800-853-2713.



Navigation



From the tool bar at the top of the page you can choose:

- > Find Care & Costs (Doctors, facilities, pharmacies and virtual care)
- > Claims (History, summaries and status)
- > Coverage (View copayments, coinsurance, and limitations if applicable).
- > Prescriptions (Manage and price prescriptions)
- > Wellness (Healthy Rewards discount program)

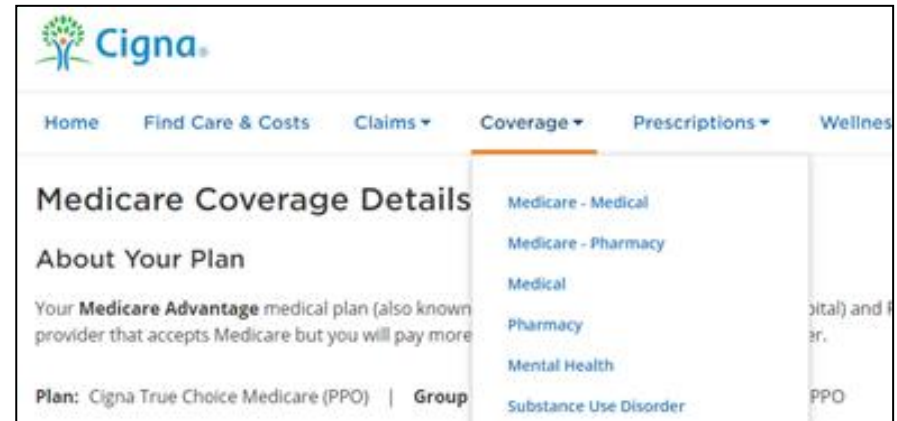


Navigation

- > Sub-Menu for Medicare Medical and Medicare Pharmacy (as applicable).



- > If a customer moves to a Medicare plan, they may continue to see claims from their previous coverage under their old member ID for up to two years. If they move mid-year, they'll be able to see their coverage through the end of the year.



Dashboard

When you log into myCigna, the home page will display your personal dashboard

- > Plan messages will display here.
- > Important messages just for you can be added.
- > At the bottom of each page, you will find a “Contact Us” section, with popular links within myCigna, and links to external websites.
- > Your plan specific phone number will display.

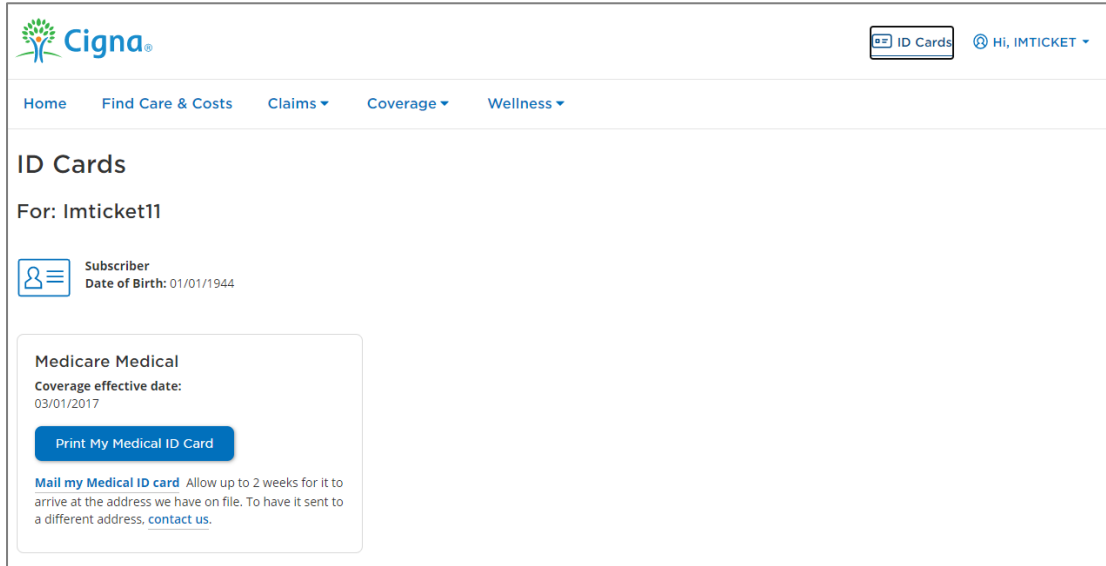


The screenshot shows the Cigna myCigna dashboard. At the top, there's a navigation bar with links: Home, Find Care & Costs, Claims, Coverage, Prescriptions, and Wellness. Below the navigation bar, a message states: "We recently updated some of our contact and notification preferences to make it easier for you to get... Learn more". A welcome message "Welcome, [Name]!" is followed by a section titled "Assess Your Coronavirus (COVID-19) Risk and Get Tested" with a "Learn more" button. Below this is a "Medicare Advantage - Medical" section with a message about hospital and medical coverage. At the bottom, there's a "Contact Us" section with phone numbers and a "Popular Links" section with links like "Find Care & Costs", "View My Claims and EOBs", "Find a Form", and "My Profile and Preferences". Social media links are also present in the footer.



ID Cards

- > You can view and print your actual ID card(s).



The screenshot shows the Cigna website's ID Cards section. At the top left is the Cigna logo. To the right is a navigation bar with a button labeled "ID Cards" and a user profile icon with the text "Hi, IMTICKET". Below this is a secondary navigation bar with links: "Home", "Find Care & Costs", "Claims", "Coverage", and "Wellness". The main heading is "ID Cards", followed by "For: Imticket11". Below this is a subscriber information box with a person icon, the label "Subscriber", and the text "Date of Birth: 01/01/1944". A larger box contains the heading "Medicare Medical", the text "Coverage effective date: 03/01/2017", and a blue button labeled "Print My Medical ID Card". At the bottom of this box is a link "Mail my Medical ID card" followed by explanatory text: "Allow up to 2 weeks for it to arrive at the address we have on file. To have it sent to a different address, [contact us](#)."



Find Care and Costs

- > On the “Find Care & Costs” page, you can search for doctors, facilities, and pharmacies.
- > Your city, state, zip code, and current plan are automatically pre-filled.
- > Virtual Care is through MD LIVE and will link you to the a Medicare MD LIVE URL when clicked.

Cigna

ID Cards HI

Home Find Care & Costs Claims Coverage Wellness

Coronavirus (COVID-19) Updates
We recommend that you call ahead or check the provider's website before visiting to make sure they're open and able to treat your condition, including if they offer phone or video visits.

Find Care & Costs for Michael in The Woodlands, TX 773...

Find Doctors and Facilities Virtual Care

Health plan - Advantage (2020)/Fundamental (2021)

Find care near Tomball, TX 77375, USA Within 10 miles

Find a doctor Find a hospital, facility or other service Find a pharmacy Find by Name or keyword



Claims Summary

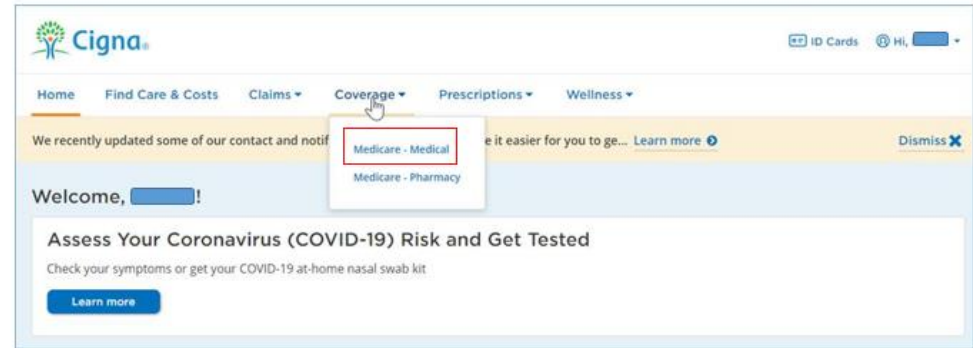
- > You can see up to two years of your medical and pharmacy claims history. Simply filter by the claim type.
- > If you are enrolled in a Cigna Dental plan, you will be able to view your dental claims here.
- > Claim detail shows service date, provider name, amount billed, and amount paid.
- > There is a direct link to the medical Explanation of Benefit (EOB) for the claim shown, once the EOB is produced. EOBs are produced monthly.
- > Pharmacy EOBs are not available at this time.

Medical Claims				
Download Claims				
View Claims Within				
<input checked="" type="radio"/> Year-to-Date				
<input type="radio"/> Prior Year				
<input type="radio"/> Last 24 Months				
<input type="radio"/> Custom Date Range				
Claims For				
<input type="button" value="Medical"/>				
Claim Type				
<input checked="" type="radio"/> Medical				
<input type="radio"/> Pharmacy				
Totals 7 claim(s) for year-to-date				
			Billed	Patient Responsibility
			\$8,321.00	\$0.00
Service Date	Patient	Provider	Billed	Patient Responsibility
09/15/2020	[REDACTED]	[REDACTED]	\$3,985.00	Not yet available
Processing				
Service Date	Patient	Provider	Billed	Patient Responsibility
09/01/2020	[REDACTED]	[REDACTED]	\$63.00	Not yet available
Pending as of 09/20/2020				
Service Date	Patient	Provider	Billed	Patient Responsibility
08/17/2020	[REDACTED]	[REDACTED]	\$0.00	Not yet available
Pending as of 08/18/2020				
Service Date	Patient	Provider	Billed	Patient Responsibility
08/13/2020	[REDACTED]	[REDACTED]	\$75.00	\$0.00
Processed on 09/23/2020 Download EOB [PDF] 08/31/2020				

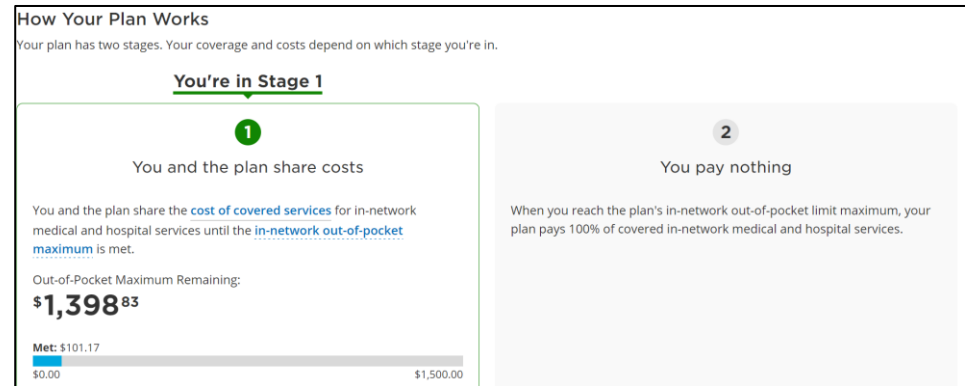


Coverage

- > Under Coverage, you can choose Medical or Pharmacy.



- > The medical page includes medical plan accumulators. If a deductible applies to the plan, then deductible accumulators would also be shown.



Coverage cont.

- > When you select the main coverage category you'll be presented with sub-coverage categories for more details.
- > Covered services display in and out-of-network copayments, coinsurance, and limitations (if applicable).

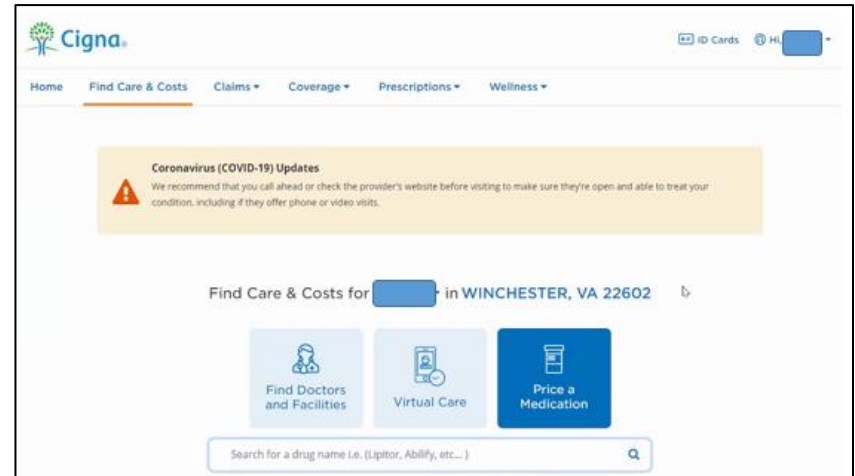
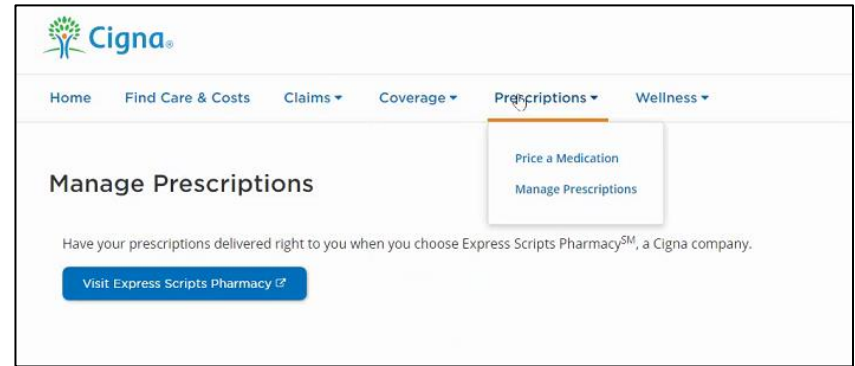
Covered Services and Your Share of Costs	
⚠ Your plan requires that some services be approved to be covered. Learn about authorizations	
▶ Inpatient Hospital Coverage	
▶ Skilled Nursing Facility (SNF)	
▶ Home Health Care	
▶ Physician Services	
▶ Preventive Services	
▶ Diagnostic Services, Labs and Imaging	
▶ Outpatient Services	
▶ Emergency Care and Urgently Needed Services	
▶ Ambulance	
▶ Rehabilitation Services	
▶ Chiropractic Care	
▶ Medical Equipment, Supplies, and Part B Drugs	
▶ Kidney Disease Services	

▼ Physician Services		
Service	In-Network You Pay	Out-of-Network You Pay
Primary Care Physician (PCP)	\$15 copay	\$15 copay
Specialists	\$25 copay	\$25 copay
Diagnostic Foot Care	\$0 copay	\$0 copay
Routine Foot Care	Not covered	Not covered
Acupuncture	\$25 copay Limited to 20 acupuncture treatments per year by a licensed provider for chronic low back pain	\$25 copay Limited to 20 acupuncture treatments per year by a licensed provider for chronic low back pain



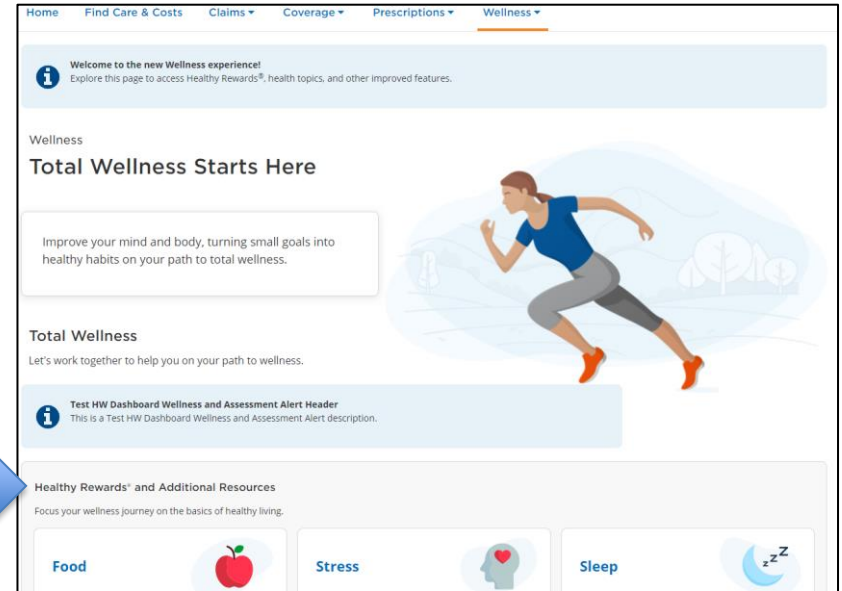
Prescriptions

- > You can manage prescriptions and access Express Scripts Pharmacy home delivery services with one click. No additional sign-on is needed.
- > You can sign up for automatic refills.
- > With the Price a Medication tool, you can price medications by entering a drug name and dosage.
- > The Price a Medication tool will return out-of-pocket costs at local pharmacies and include Express Scripts Pharmacy home delivery price for comparison purposes.
- > The tool will provide alternative drugs that are available and provide messaging if there are any restrictions on the drug.



Healthy Rewards discount program

- > Access your Healthy Rewards discount programs under the Wellness header.
- > Healthy Rewards offers discounts on products and programs including:
 - Hearing aids and exams
 - Nutrition experts
 - Fitness club memberships
 - Virtual fitness programs
 - Home delivered meals
 - Vision exams and eyewear
 - Alternative medicine such as chiropractic care, acupuncture, and massage therapy
 - Yoga and wellness products
- > A health encyclopedia offering helpful information is also available.



*Healthy Rewards is a discount program. If your plan includes coverage for any of these services, this program is in addition to, not instead of your plan benefits. Healthy Rewards programs are separate from your medical benefits. **A discount program is NOT insurance, and the member must pay the entire discounted charge.** Programs may not be available in all areas and may be discontinued at any time. Participating providers are independent third parties and are responsible for any products or services provided.

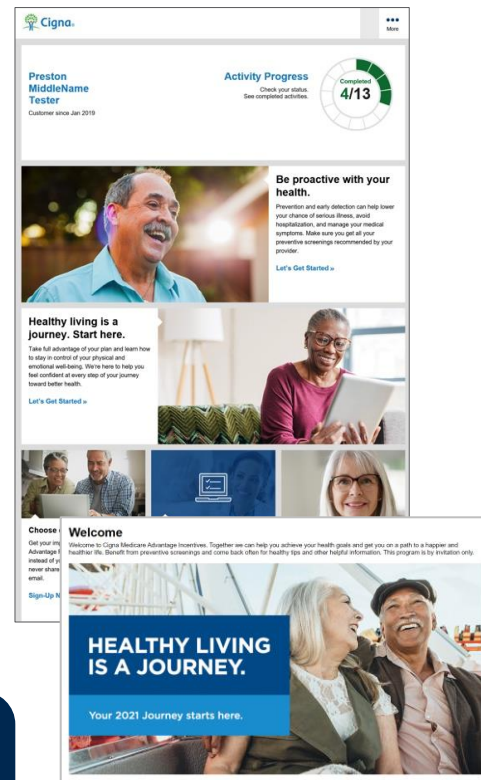


Take an active role in your health

You can earn a \$50 gift card for completing your 360 exam (wellness exam) between January 1 and December 31, 2021.

- You can choose from a gift card from Amazon.com, Target, or Walmart.
- After you complete your wellness exam, you can request your incentive by requesting online or by mailing in an incentive form (you should have received a form at the start of the plan year).
- After you complete your wellness exam, you may be eligible for additional incentives for completing additional preventive screenings and exams recommended by your doctor.
- **CignaMedicare.com/incentives** is more than just your online resource for incentives. It also features helpful information on health topics including heart health, fall risk, physical activity, vaccinations and mental health.

These incentives are not found on myCigna.com. Visit **CignaMedicare.com/incentives** or call Customer Service at **1-888-281-7867 (TTY 711)** to get started! Hours are 8 a.m. to 8 p.m. local time Monday – Friday (April 1 through September 30) 7 days a week (October 1 through March 31).



Note: This incentive program is specific to Cigna Medicare Advantage plan customers.

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We're here to help!

Customer Service you can count on:

- Our medical and prescription drug Customer Service centers are located in the United States.
- The Customer Service team provides support for enrollment, claim and clinical service needs, as well as general plan questions.

Cigna True Choice Core Medicare (PPO)
Medical coverage

1-888-281-7867 (TTY 711)

8 a.m. to 8 p.m. local time

Monday – Friday (April 1 through September 30)

7 days a week (October 1 through March 31)

Cigna Rx Medicare (PDP)
Prescription drug coverage

1-800-558-9562 (TTY 711)

8 a.m. to 8 p.m. local time

Monday – Friday (April 1 through September 30)

7 days a week (October 1 through March 31)



How to find help

Service	Phone number	Website
Customer Service for Medical coverage - Cigna True Choice Core Medicare (PPO)	1-888-281-7867 (TTY 711)	myCigna.com
Customer Service for Prescription drug coverage - Cigna Rx Medicare (PDP)	1-800-558-9562 (TTY 711)	myCigna.com
myCigna.com Help Desk	1-800-853-2713	myCigna.com



For costs and details of coverage, see your enrollment materials. The information in this presentation summarizes the highlights of your plan. For a complete list of both covered and not covered services, including benefits required by your state, see your employer's group insurance certificate, summary plan description or evidence of coverage – the official plan documents. If there are any differences between the information in this presentation and the plan documents, the information in the plan documents takes precedence.

Out-of-network/non-contracted providers are under no obligation to treat Cigna True Choice Core Medicare (PPO) members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company (CHLIC), Connecticut General Life Insurance Company (CGLIC), Cigna HealthCare of South Carolina, Inc., Cigna HealthCare of North Carolina, Inc., Cigna HealthCare of Georgia, Inc., Cigna HealthCare of Arizona, Inc., Cigna HealthCare of St. Louis, Inc., Cigna HealthCare of Colorado, Inc., Cigna HealthCare of California, Inc., HealthSpring Life & Health Insurance Company, Inc., HealthSpring of Florida, Inc., Bravo Health Mid-Atlantic, Inc., and Bravo Health Pennsylvania, Inc. The Cigna name, logos, and other Cigna marks are owned by Cigna Intellectual Property, Inc. Cigna is contracted with Medicare for PDP plans, HMO and PPO plans in select states, and with select State Medicaid programs. Enrollment in Cigna depends on contract renewal.

Express Scripts Pharmacy is a trademark of Express Scripts Strategic Development, Inc. Other pharmacies are available in the network.

Product availability may vary by location and plan type and is subject to change. All health plans and insurance policies have exclusions and limitations. For costs and complete details of coverage, contact your Cigna representative. Limitations, copayments, and restrictions may apply.

Benefits, premiums and/or copayments/co-insurance may change on January 1 of each year.

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